

Personnel--General

Hometown Assistance Program Procedural Guide

This UPDATE publishes a revised USAREC pamphlet. Because of the extensive changes made, no attempt has been made to highlight the changed material.

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Summary. This pamphlet is intended to establish procedures and provide guidance for the conduct and management of the Hometown Assistance Program.

Applicability. This pamphlet is applicable to all elements of this command.

Impact on New Manning System. This pamphlet

does not contain information that affects the New Manning System.

Suggested Improvements. The proponent agency of this pamphlet is the Office of the Director for Personnel. Users are invited to send comments and suggested improvements on DA Form 2028 (Recommended Changes to Publications and Blank Forms) directly to HQ USAREC

(RCPER-HR-SF), Fort Knox, KY 40121-2726.

Distribution. Distribution of this pamphlet has been made in accordance with USAREC Pam 25-30, distribution Y. This pamphlet is published in the Recruiter Management UPDATE.

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Chapter 1

General

Section I

Introduction

1-1. Purpose

This pamphlet is intended to establish procedures and provide guidance for the conduct and management of the Hometown Assistance Program (HAP).

1-2. References

For related publications and blank forms see appendix A.

1-3. Explanation of abbreviations and terms

Abbreviations and special terms used in this pamphlet are explained in the glossary.

Section II

Control Procedures

1-4. General

a. The United States Army Recruiting Command (USAREC) recruits approximately 200,000 active duty (AD) and United States Army Reserve (USAR) soldiers each year. The command is dispersed in all 50 states and throughout 2,000 communities nationwide. For soldiers and family members from these communities, the recruiter may be the only link to the Army. Family members, Active Guard Reserve personnel, and Regular Army soldiers on leave often ask recruiters to assist in resolving problems such as obtaining pay, leave extensions, or identification (ID) cards.

b. Since USAREC recruited these soldiers, we feel we have a responsibility to assist them

*This pamphlet supersedes USAREC Pamphlet 600-12, 23 September 1987.

and their family members when they come to the recruiting station (RS) asking for help. This publication provides the recruiter with a quick reference and answers to the most commonly asked questions.

c. When a soldier or family member comes into an RS, the recruiter should greet and respond to the individual in a professional and caring manner. The RS is an extension of the Army and the philosophy of "We take care of our own" should be maintained at all times. Remember, helping the soldier or family member may lead to referrals or the reenlistment of a soldier. Treat the soldier or family member as you would like to be treated.

d. By the way, ASK FOR REFERRALS!

1-5. Policy

a. All AD and USAR component soldiers, retirees, and their family members are authorized and encouraged to obtain limited referral-type assistance from any RS. The HAP is primarily designed to provide information pertaining to Army programs. In the event that other Department of Defense (DOD) component members require assistance, provide assistance, if possible, or refer them to the nearest appropriate component office.

b. The use of official telephone service in support of the HAP will be governed by the provisions of USAREC Reg 25-10 and paragraph 1-6 of this pamphlet. It is imperative that the recruiter initially confirm that the individual in need of assistance is either a soldier, retiree, or family member.

c. The use of Government vehicles in support of the HAP is at the discretion of the RS commander in accordance with the provisions of AR 58-1, USAREC Reg 56-1, and paragraph 1-7 of this pamphlet.

1-6. Use of official telephone service

- a. Required forms. None.
- b. Regulation. USAREC Reg 25-10.
- c. Procedures.

(1) All telephone calls made in support of the HAP will be official; personal calls are not authorized.

(2) Questions concerning the use of Government telephones should be referred to the recruiting battalion (Rctg Bn) telecommunications officer.

d. Headquarters, United States Army Recruiting Command (HQ USAREC) point of contact. Information Management Directorate, Operations Branch, DSN 464-0204 or toll free 1-800-223-3735, ext. 4-0204.

1-7. Use of Government vehicles

a. Required forms. As required by supporting transportation motor pool.

b. Regulations.

(1) AR 58-1.

(2) USAREC Reg 56-1.

c. Procedures.

(1) Requests for the use of Government vehicles will be referred to the nearest military installation.

lation.

(2) Local commanders will decide the official use of the Government vehicle to include whether the transportation is:

(a) Essential for the successful completion of a Department of the Army function, action, or operation.

(b) Consistent with the purpose for which the vehicle was acquired.

(3) Government vehicles are provided so that official duties requiring transportation can be effectively performed in a timely and efficient manner.

d. Servicing facility. Nearest military activity transportation office.

e. For additional information call the nearest military activity point of contact.

f. HQ USAREC point of contact. Resource Management and Logistics Directorate, Supply and Vehicle Branch, DSN 464-0369 or toll free 1-800-223-3735, ext. 4-0369.

Chapter 2 Pay

2-1. Advance pay

a. Required forms.

(1) DA Form 2142 (Pay Inquiry).

(2) DD Form 2560 (Advance Pay Certification/Authorization).

(3) Soldier's permanent change of station (PCS) orders.

b. Regulation. AR 37-104-3.

c. Procedures.

(1) Explain the following to the soldier requesting assistance in obtaining an advance pay:

(a) The purpose of the advance pay is to provide the soldier funds for expenses such as transportation, temporary storage of household goods, packing and shipping costs, and securing new living quarters.

(b) An advance of pay is not payable for a PCS move in the same geographic area if shipment of household goods at Government expense is not authorized.

(c) Advance payments will be limited to no more than 1 month's advance pay enroute (if no payment was paid prior to departure from old duty station). Upon arrival at the new duty station, 2 month's advance pay is authorized. A soldier may receive 3 month's advance within 180 days of arrival at the new duty station if no payments were received. All requests for advance pay at the new duty station must be made within 180 days of arrival there. No more than 3 month's advance pay is authorized for one PCS and must be approved by the commander.

(2) If the soldier appears to qualify for an advance pay, refer the individual to the nearest military finance office.

(3) If there is no military finance office within the immediate area, assist the soldier in obtaining emergency financial assistance from the nearest office of the American Red Cross (ARC).

d. Servicing facility. Nearest defense accounting office or finance and accounting office.

e. HQ USAREC point of contact. Resource Management and Logistics Directorate, Staff Finance Officer (SFO), DSN 464-0854 or toll free 1-800-223-3735, ext. 4-0854.

2-2. Casual payments

a. Required form. DA Form 2142.

b. Regulation. AR 37-104-3.

c. Procedures.

(1) Ensure the soldier requesting a casual payment:

(a) Has satisfactorily established his or her military status.

(b) Is in a transient status between duty stations or on authorized leave.

(c) Has established the need for a casual payment.

(2) If the soldier appears to qualify for a casual payment, refer the soldier to the nearest military finance office.

(3) If there is no military finance office within the immediate area, assist the soldier in obtaining emergency financial assistance from the nearest office of the ARC.

d. Servicing facility. Nearest defense accounting office or finance and accounting office.

e. HQ USAREC point of contact. Resource Management and Logistics Directorate, SFO, DSN 464-0854 or toll free 1-800-223-3735, ext. 4-0854.

2-3. Retiree payments

a. Required forms. None.

b. Regulation. AR 37-104-1.

c. Procedures.

(1) Verify the status of the retiree by requesting the individual to show his or her DD Form 2(RET) (United States Uniformed Services Identification Card (Retired)).

(2) Once the retired status is confirmed, the individual may be provided this telephone number, 1-800-428-2290. It is a hot line to the U.S. Army Finance and Accounting Center, Retired Pay Operations Branch, where the individual can obtain assistance on retired pay matters.

d. Servicing facility. Defense Finance and Accounting Service - Indianapolis, Directorate for Retired/Assistant Pay (SFAS-IN-FR), 8899 East 56th Street, Indianapolis IN 46249-1501.

e. HQ USAREC point of contact. Resource Management and Logistics Directorate, SFO, DSN 464-0854 or toll free 1-800-223-3735, ext. 4-0854.

2-4. Veterans Administration education benefits payments

a. Required forms. None.

b. Regulation. None.

c. Procedures. Refer anyone requesting assistance on the Veterans Administration (VA) education benefits to the nearest VA office.

d. Servicing facility. VA office.

e. HQ USAREC point of contact. Resource Management and Logistics Directorate, SFO, DSN 464-0854 or toll free 1-800-223-3735, ext. 4-0854.

Chapter 3

Health Care

3-1. Procedures to obtain medical care (AD personnel)

a. Required form. USAREC Fm 820 (U.S. Army Recruiting Command Civilian Health Care Claim Form).

NOTE: This form will be used only for soldiers assigned to USAREC (recruiters or support personnel).

b. Regulations.

(1) AR 40-3.

(2) HSC Pam 40-4.

(3) USAREC Reg 40-8.

c. Procedures.

(1) Determine the extent of medical services needed.

(2) For personnel assigned to USAREC, the RS commander or appointed representative should contact the Rctg Bn family services coordinator (FSC) and request assistance. Remember, all nonemergency care received from civilian sources requires prior approval.

(3) For other Army AD personnel, the RS commander or appointed representative should contact the Rctg Bn FSC or the health benefits advisor (HBA) at the nearest military medical treatment facility (MTF) and request assistance. Remember, all nonemergency care received from civilian sources requires prior approval.

(4) The responsibility for provision of medical services to Army AD personnel rests with the Army MTF which has geographic responsibility (ZIP Code catchment areas) for the area in which the soldier is located at the time medical services are required. Soldiers living within the catchment area are required to go to that DOD MTF for all health care services. If the DOD MTF cannot provide the required care, the MTF will arrange for obtaining and paying for the required care.

(5) If the soldier is required to report to the servicing MTF, provide the soldier with instructions and/or a map on the location of the MTF and any other information that may be needed once at the MTF.

d. Servicing facilities.

(1) Rctg Bn FSC.

(2) Servicing MTF.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

3-2. Procedures to obtain medical care (family members)

a. Required forms.

(1) DD Form 2520 (CHAMPUS/CHAMPVA Claim Form).

(2) DD Form 2642 (CHAMPUS Claim - Patient's Request for Medical Payment).

b. Regulations.

(1) AR 40-3.

(2) AR 608-75.

(3) DOD 6010.8-R.

(4) USAREC Reg 40-8.

c. Procedures.

(1) Attempt to determine the extent of medical services needed.

(a) Civilian health care services are provided under the Civilian Health and Medical Program of the Uniformed Services (CHAMPUS).

(b) If the family member's residence is within the ZIP Code catchment area, he or she is required to use the Federal or military MTF servicing that area for nonemergency inpatient hospital care at Government expense. If the MTF cannot provide the required care, it will arrange for obtaining and paying for the required care from civilian sources. Limitations are based on space, facilities, and the capacity of the MTF professional staff.

NOTE: If the military or other Federal treatment facility cannot provide the nonemergency inpatient care, it should furnish a nonavailability statement to that effect.

(c) Family members may use civilian facilities for outpatient care, regardless of the distance from the MTF. Outpatient care under CHAMPUS is cost-shared between the beneficiary (family member) and the Government.

(d) Program for the handicapped. CHAMPUS has a separate program for handicapped family members. The sponsor (soldier) must pay an initial share of the monthly expense depending on soldier's pay grade.

(e) Exceptional Family Member Program. An exceptional family member is a family member, adult or child, with any physical, emotional, developmental, or intellectual disorder that limits the individual's capability to engage in normal activities with peers and required special treatment, therapy, education, training, or counseling.

(2) Contact the Rctg Bn FSC or the HBA at the nearest military installation for further information dealing with benefits under CHAMPUS.

d. Servicing facilities.

(1) Rctg Bn FSC.

(2) Servicing MTF.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

3-3. Procedures to obtain emergency medical care (AD personnel)

a. Required forms. None.

b. Regulations.

(1) AR 40-3.

(2) HSC Pam 40-4.

(3) USAREC Reg 40-8.

c. Procedures.

(1) Attempt to determine the assistance required by the soldier.

(a) Emergency care for AD personnel is defined in the glossary.

(b) Emergency care at civilian facilities for AD personnel is provided at Army expense.

(c) If a soldier receives emergency outpatient or inpatient care from either a military or civilian treatment facility, notification by either the soldier or some other person acting on behalf of the soldier must be made to the appropriate Army

MTF and soldier's unit commander. This notification must be made as soon as possible after receipt of the medical care.

1. USAREC personnel must contact either the Rctg Bn FSC or the recruiting company commander.

2. All other personnel must contact appropriate MTF or unit commander.

(2) Assist soldier or person acting on soldier's behalf in contacting appropriate MTF or unit commander.

d. Servicing facilities.

(1) Rctg Bn FSC.

(2) Servicing MTF.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

3-4. Procedures to obtain emergency medical care (family members)

a. Required forms.

(1) DD Form 2520.

(2) DD Form 2642.

b. Regulations.

(1) AR 40-3.

(2) DOD 6010.8-R.

(3) USAREC Reg 40-8.

c. Procedures.

(1) Attempt to determine assistance required by family member.

(a) A medical emergency for family members is defined by CHAMPUS regulations and in the glossary of this pamphlet.

(b) Emergency care for family members at civilian facilities may be obtained without prior authorization.

(2) Contact the Rctg Bn FSC or HBA at nearest MTF for further information.

(3) If family member must be referred to either the Rctg Bn FSC or MTF, provide instructions and/or a map, name of point of contact, and telephone number.

d. Servicing facilities.

(1) Rctg Bn FSC.

(2) Servicing MTF.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

3-5. Procedures to obtain dental care (AD personnel)

a. Required form. USAREC Fm 820.

b. Regulations.

(1) AR 40-3.

(2) HSC Pam 40-4.

(3) USAREC Reg 40-8.

c. Procedures.

(1) Attempt to determine the assistance required by the soldier.

(a) For personnel assigned to USAREC, the RS commander or appointed representative should contact the Rctg Bn FSC and request assistance.

(b) For other Army AD personnel, the RS commander or appointed representative should

contact the Rctg Bn FSC or HBA at the nearest MTF and request assistance.

(c) Army AD personnel may receive dental care from civilian sources it does not exceed \$500 per fiscal year and is approved by the Rctg Bn commander for personnel assigned to USAREC and the MTF for other AD personnel.

(2) Contact the Rctg Bn FSC or the HBA at the nearest MTF for guidance.

d. Servicing facilities.

(1) Rctg Bn FSC.

(2) Servicing MTF.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

Chapter 4

Procedures, Applications, and Assistance

4-1. Application for an ID card

a. Required forms.

(1) DD Form 214 (Certificate of Release or Discharge From Active Duty).

(2) DD Form 1172 (Application for Uniformed Services Identification Card DEERS Enrollment).

b. Regulations.

(1) AR 600-8.

(2) AR 600-8-14.

c. Procedures.

(1) Determine whether the issuance of an ID card is required. This procedure applies to all AD or retired military and their family members.

(2) Refer personnel with supporting documentation to the appropriate agency.

(a) AD personnel requiring DD Form 2A(ACT) (Active Duty Military ID Card) will be directed to the nearest military personnel office (MILPO) for verification of eligibility and issuance of an ID card. Personnel enroute to another continental United States or overseas installation will be informed to have their military personnel records in their possession.

(b) Retired military personnel requiring issuance of an ID card will be directed to the nearest military installation personnel service center (PSC). Personnel will be informed to have their DD Form 214 in their possession.

(c) Family members of AD and retired military personnel with a completed DD Form 1172 will be directed to the nearest PSC with a copy of the appropriate substantiating document (i.e., marriage certificate, birth certificate, divorce decree, or death certificate). Family members claiming nonsupport or that a soldier has refused to forward a completed DD Form 1172 will be directed to the nearest installation with an inspector general or judge advocate. Should the distance to the nearest military installation be excessive, the family member should be directed to contact the nearest PSC to request additional guidance.

d. Servicing facility. Nearest PSC.

e. HQ USAREC point of contact. Personnel Directorate, Personnel Management Division, DSN 464-0652 or toll free 1-800-223-3735, ext. 4-0652.

4-2. Procedures to obtain passports and visas

a. Required forms.

(1) DD Form 1056 (Authorization to Apply for a "No-Fee" Passport and/or Request for Visa).

(2) DSP Form 11 (Passport Application).

(3) Photographs (see DOD 1000.21-R).

b. Regulation. DOD 1000.21-R.

c. Procedures.

(1) Attempt to determine whether a passport and/or visa is required.

(a) This applies to citizens of the United States planning to travel overseas in a leave, temporary duty (TDY), or PCS travel status.

(b) Soldiers normally do not require a passport and visa for overseas travel when performing TDY or TCS travel. A properly completed travel authority (i.e., DA Form 31 (Request Authority for Leave), DD Form 1610 (Request and Authorization for TDY Travel of DOD Personnel), and/or PCS orders) and a military ID card usually suffice. Check DOD 100.21-R for the country to be visited to ensure whether a passport and/or visa is required.

(c) Counseling and obtaining necessary no-fee passports and/or visas in conjunction with TDY and PCS overseas travel must be accomplished by the individual's servicing PSC.

(2) Refer the soldier or family member to the nearest military installation to obtain application forms and information. Personnel management (reassignment section) should have the telephone number and mailing address.

d. Servicing facility. Nearest PSC.

e. HQ USAREC point of contact. Personnel Directorate, Personnel Management Division, DSN 464-0652 or toll free 1-800-223-3735, ext. 4-0652.

4-3. Procedures for application for Dependent Eligibility Enrollment Reporting System enrollment

a. Required form. DD Form 1172.

b. Regulation. AR 600-8-14.

c. Procedures.

(1) The soldier's servicing MILPO must assist in the enrollment of an eligible family member into the Dependent Eligibility Enrollment Reporting System (DEERS) Program.

(2) If the soldier needs to enroll a family member in DEERS or update current information in DEERS, assist the soldier in contacting the MILPO that maintains the soldier's Military Personnel Records Jacket file. Advise the soldier to proceed to the PSC in order to file an application. The soldier should be advised that all information regarding his or her family members must be verified by legal documentation (i.e., marriage license, birth certificates, etc.) and these documents must be in his or her possession when he or she reports to the PSC.

(3) For additional information call the servicing PSC.

d. Servicing facility. The PSC which has control over the Military Personnel Records Jacket file.

e. HQ USAREC point of contact. Personnel

Directorate, Personnel Management Division, DSN 464-0652 or toll free 1-800-223-3735, ext. 4-0652.

4-4. Processing extensions of leave

a. Required form. DA Form 31.

b. Regulation. AR 600-8-10.

c. Procedures.

(1) Ascertain whether the soldier has a valid DA Form 31 in accordance with AR 600-8-10.

(2) Review AR 600-8-10 to determine the correct point of contact.

(3) Assist the soldier with contacting the appropriate point of contact.

d. Servicing facilities.

(1) Nearest PSC.

(2) Nearest ARC.

(3) Nearest Army Emergency Relief (AER). (For emergency leave situations.)

e. HQ USAREC point of contact. Personnel Directorate, Personnel Management Division, DSN 464-0652 or toll free 1-800-223-3735, ext. 4-0652.

4-5. Processing of personnel in an absent without leave or dropped from rolls status (return to military control)

a. Required form. DD Form 460 (Provisional Pass).

b. Regulation. AR 630-10

c. Procedures.

(1) If a soldier reports to an RS stating he or she is absent without leave (AWOL) or dropped from rolls (DFR) status, contact the area provost marshal (PM) to ascertain current status of soldier (AWOL or DFR).

(2) When the soldier's status is confirmed as AWOL or DFR, obtain advice from PM Apprehension Division (see table 4-1) as to the disposition of the soldier.

(3) Should the soldier's financial situation warrant, he or she will be directed to the Rctg Bn for issuance of a DD Form 460 and DD Form 1610 for transportation to the nearest supporting PM.

d. Servicing facility. PM which services your area.

e. HQ USAREC point of contact. Personnel Directorate, Personnel Management Division, DSN 464-0652 or toll free 1-800-223-3735, ext. 4-0652.

4-6. Procedures to obtain compassionate reassignment assistance

a. Required form. DA Form 3739 (Application for Assignment/Deletion/Deferment for Extreme Family Problems).

b. Regulation. AR 614-200.

c. Procedures.

(1) If an individual reports to an RS requesting a compassionate reassignment, contact the Rctg Bn personnel staff noncommissioned officer (PSNCO) to assist and determine the soldier's eligibility.

(2) If the local commander (normally Rctg Bn level) determines that eligibility exists for submitting a request for compassionate reassignment,

a soldier may be attached for 30 days. The recruiting brigade (Rctg Bde) or Rctg Bn PSNCO will contact the responsible PSC for publishing attachment orders.

(a) The request must be processed and submitted to the general court-martial convening authority, which is normally the PSC servicing your Rctg Bde.

(b) If the soldier has not applied by the end of 30 days, he or she will be released from attached status and directed to comply with current assignment instructions or return to parent unit.

(c) If the soldier is attached while enroute to an overseas unit, the servicing PSC authorizing attachments will ensure that proper notification is made to the gaining and parent organizations.

d. Servicing facility. Rctg Bn PSNCO or adjutant.

e. HQ USAREC point of contact. Personnel Directorate, Personnel Management Division, DSN 464-0652 or toll free 1-800-223-3735, ext. 4-0652.

4-7. Separation because of dependency or hardship (hardship discharge)

a. Required forms. None.

b. Regulation. AR 635-200.

c. Procedure. A person assigned to an overseas unit who is temporarily in the United States on leave or on TDY will submit an application to the commander of the Army installation (except Military Entrance Processing Stations or Rctg Bns) nearest the member's leave address or the installation to which temporarily assigned. This also applies for soldiers assigned to continental United States installations.

d. Servicing facility. Nearest PSC.

e. HQ USAREC point of contact. Personnel Directorate, Personnel Management Division, DSN 464-0652 or toll free 1-800-223-3735, ext. 4-0652.

4-8. Procedures to obtain legal assistance

a. Required forms. None.

b. Regulation. AR 27-3.

c. Procedures.

(1) Soldiers, retirees, veterans, or family members desiring legal assistance should be referred to the legal assistance officer of the nearest military installation.

(2) At no time attempt to advise the requestor as to the need for legal assistance or to attempt to answer the requestor's questions concerning legal problems. Details concerning the nature or facts about the legal problem should not be submitted from the requestor by USAREC personnel. This is strictly a referral service and should be performed expeditiously and diligently.

(3) Referral to specific local attorneys will not be made. If requestors desire to be referred to a local attorney, they should be referred to the local bar referral service after coordination with the legal assistance officer.

(4) Any question concerning the entitlement of a requestor to legal assistance will be referred to the legal assistance officer for resolution.

(5) Individuals in need of assistance are

authorized to use the official telephone service while attempting to contact the legal assistance office contingent upon the RS commander's (or appointed representative) confirmation that the individual in question is either a soldier, retiree, or family member.

(6) Should the legal assistance office determine that the requestor should obtain the needed legal assistance from USAR component judge advocates, the RS commander or representative may assist in contacting the designated Active Guard Reserve unit or members.

d. Servicing facilities. Legal assistance officer of the nearest military installation.

e. HQ USAREC point of contact. Office of the Staff Judge Advocate, DSN 464-0570 or toll free 1-800-223-3735, ext. 4-0570.

4-9. Travel requests

a. Required form. SF 1169 (The United States of America Transportation Request).

b. Regulation. AR 55-355.

c. Procedures.

(1) Upon receipt of SF 1169, the recruiter must first determine the status of the individual requesting transportation.

(2) Individuals requesting travel will be referred to the nearest military activity transportation officer (i.e., military installation, Rctg Bn, Military Entrance Processing Station), who has custody of, accounting for, and issuing authority of SF 1169.

(3) The means of transportation selected will meet DOD requirement satisfactorily at the lowest cost from origin to the final known destination.

(4) The necessary transportation will be issued upon approval from the appropriate transportation office.

(5) When a soldier is on leave or AWOL and without funds, "cost-charge" travel may be arranged. When the cost of transportation is chargeable to an individual, DD Form 139 (Pay Adjustment Authorizations) is prepared. The soldier must certify that he or she has not collected for requested travel and that he or she is aware the cost of the travel issued on his or her behalf will be charged to his or her pay account.

(6) A separate SF 1169 for travel of family members of military personnel or civilian employees will not be required if family members travel with the sponsor. When such travel is not possible, a separate SF 1169 will be issued when supported by proper travel authority.

d. Servicing facility. Nearest military activity transportation office.

e. HQ USAREC point of contact. Resource Management and Logistics Directorate, Supply and Vehicle Branch, DSN 464-0369 or toll free 1-800-223-3735, ext. 4-0369.

4-10. Procedures for reporting spouse and/or child abuse

a. Required forms. None.

b. Regulation. AR 608-1.

c. Introduction. Contact the local Child Protective Services Authority to assure state laws for reporting child abuse are followed in all the below

procedures addressing child abuse and neglect. If the servicing Family Advocacy Case Management Team (FACMT) has a Memorandum of Understanding outlining responsibilities for handling child abuse and neglect cases with the Child Protective Services Authority having jurisdiction, consult the servicing FACMT for all procedures.

d. Procedures.

(1) If the victim requires immediate medical attention, assist the victim in contacting the servicing MTF or, as an alternative, a local civilian hospital for treatment.

(2) Then report the alleged incident of spouse and/or child abuse to the FACMT point of contact located at the servicing MTF. In appropriate cases, local law enforcement agencies and/or the military police (or the United States Army Criminal Investigation Command) should be promptly notified as well.

e. Servicing facility. Nearest FACMT.

f. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

4-11. Casualty reporting

a. Required forms. None.

b. Regulations.

(1) AR 600-8-1.

(2) DA Pam 608-4.

(3) DA Pam 608-33.

c. Procedures.

(1) Attempt to determine the assistance required by the soldier, retiree, or family member.

(a) The survival assistance office assists and counsels the next of kin (NOK) on matters pertaining to the deceased.

(b) Determine if point of contact (name and telephone number) has been provided to NOK.

(2) Contact point of contact and survival assistance office at number provided and relay information obtained to NOK.

(3) If a point of contact has not been provided, contact the nearest military installation casualty office.

d. Servicing facility. Nearest installation casualty office.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

4-12. Procedures to obtain Army Community Services assistance

a. Required forms. None.

b. Regulation. AR 608-1.

c. Procedures.

(1) Attempt to determine the type of Army Community Services (ACS) assistance required by the soldier, retiree, or family member.

(a) Available ACS assistance includes the following: Financial assistance, relocation assistance, consumer complaint resolution, family assistance during emergencies, services for foreign born spouses, family member employment assistance, foster care for child, assistance with

handicapped family members, and assistance to soldiers and families with child and spouse abuse problems.

(b) All soldiers, retirees, and family members may receive assistance from the ACS office at the local military installation in accordance with AR 608-1.

(2) If the individual is in need of assistance from ACS, assist the individual in contacting the Rctg Bn FSC for assistance as required.

NOTE: Rctg Bn FSC will not assume responsibility for services available elsewhere. Rctg Bn FSC will coordinate, complement, and when necessary, expand existing military and civilian services.

(3) If the Rctg Bn FSC is unable to provide the individual with the required assistance, assist the individual in contacting the ACS office at the nearest military installation for additional assistance.

d. Servicing facilities.

(1) Rctg Bn FSC.

(2) Nearest installation ACS office.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

4-13. Procedures to obtain AER assistance

a. Required form. DA Form 1103 (Application for Army Emergency Relief Financial Assistance).

b. Regulation. AR 930-4.

c. Procedures.

(1) Attempt to determine the extent of AER assistance required by the soldier, retiree, or family member.

(a) AER's primary purpose is to provide emergency financial assistance. Its secondary purpose is to provide monetary educational assistance for undergraduate study by dependent children of Army personnel.

(b) All soldiers, retirees, and family members may be provided emergency financial assistance in accordance with AR 930-4. AER assistance may be provided for nonreceipt of pay; loss of

funds; medical, dental, and hospital expenses; funeral expenses; some travel expenses; rent; food; essential vehicle expenses; clothing; or losses incurred as a result of fire.

(2) If the individual is in need of AER assistance, assist the individual in contacting either the AER section, Navy Relief Society, Air Force Aid Society, or Coast Guard Mutual Assistance Office at the nearest military installation. If possible, advise the individual to proceed to that office to file an application for financial assistance. The individual in need should be provided a DA Form 1103 upon departure from the RS.

(3) If there is no AER section, Navy Relief Society, Air Force Aid Society, or Coast Guard Mutual Assistance Office within the immediate area, assist the individual in contacting the local office of the ARC to obtain emergency financial assistance. The individual in need should be provided a DA Form 1103 upon leaving the RS.

d. Servicing facilities.

(1) Nearest military AER assistance office.

(2) Nearest ARC.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

4-14. Procedures to obtain assistance from the ARC

a. Required forms. None.

b. Regulation. AR 930-5.

c. Procedures.

(1) Attempt to determine the type of ARC assistance required by the soldier or family member. Assistance available from the ARC includes the following:

(a) Consultation on emergency personal and family financial problems.

(b) Guidance on emergency personal and family health problems.

(c) Establishing communications between Army personnel and their families.

(d) Referrals to agencies specializing in legal assistance, medical or psychiatric care, employment, and family or children's welfare.

(e) Emergency financial assistance.

(f) All soldiers and family members may receive assistance from the ARC in accordance with AR 930-5.

(2) If the individual is in need of assistance from the ARC, assist the individual in contacting a representative from the local office of the ARC.

d. Servicing facility. Local ARC office.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

4-15. Procedure for contacting soldiers and family members

a. Required forms. None.

b. Regulation. None.

c. Procedures.

(1) Identify the emergency of the individual's need to contact the soldier or family member.

(2) If the individual's need to contact the soldier or family member can be categorized as an emergency or one in which a quick response is required, the individual will be authorized to use the official telephone in the RS to contact the soldier or family member. Emergency situations are categorized but are not limited to the following:

(a) Death of an immediate family member.

(b) Serious injury or illness of an immediate family member.

(c) Family financial problems.

(d) Family legal problems.

(3) If the individual needing to contact the soldier or family member requires further assistance, assist the individual in contacting a representative from the local office of the ARC.

d. Servicing facility. Local ARC.

e. HQ USAREC point of contact. Personnel Directorate, Soldier/Family Assistance Branch, DSN 464-0867 or 0759 or toll free 1-800-223-3735, ext. 4-0867 or 4-0759.

Table 4-1
Locations of AWOL PM Apprehension Divisions

Fort Campbell, KY
Fort Belvoir, VA
Fort Benajmin Harrison, IN
Fort Benning, GA
Fort Bliss, TX
Fort Bragg, NC
Fort Drum, NY
Fort Eustis, VA
Fort Gordon, GA
Fort Hood, TX
Fort Huachuca, AZ
Fort Jackson, SC
Fort Knox, KY

Fort Lee, VA
Fort Leonard Wood, MO
Fort Lewis, WA
Fort McClellan, AL
Fort McCoy, WI
Fort McPherson, GA
Fort Riley, KS
Fort Rucker, AL
Fort Sam Houston, TX
Fort Sill, OK
Fort Stewart, GA
United States Army District of Washington

Appendix A References

Section I Related Publications

AR 27-3

The Army Legal Assistance Program.

AR 37-104-1

Payment of Retired Pay to Members and Former Members of the U.S. Army.

AR 37-104-3

Military Pay and Allowances Procedures, Joint Uniform Military Pay System Army (JUMPS-ARMY).

AR 40-3

Medical, Dental, and Veterinary Care.

AR 55-355

Defense Traffic Management Regulation.

AR 58-1

Management, Acquisition, and Use of Administrative Use Motor Vehicles.

AR 600-8

Military Personnel Management.

AR 600-8-1

Army Casualty and Memorial Affairs and Line of Duty Investigations.

AR 600-8-10

Leaves and Passes.

AR 600-8-14

Identification Cards, Tags, and Badges.

AR 608-1

Army Community Service Program.

AR 608-75

Exceptional Family Member Program.

AR 614-200

Selection of Enlisted Soldiers for Training and Assignment.

AR 630-10

Absence Without Leave, Desertion, and Administration of Personnel Involved in Civilian Court Proceedings.

AR 635-200

Enlisted Personnel.

AR 930-4

Army Emergency Relief.

AR 930-5

American National red Cross Service Program and Army Utilization.

DA Pam 608-4

A Guide for the Survivor of Deceased Army Members.

DA Pam 608-33

Casualty Assistance Handbook.

DOD 1000.21-R

Passport and Passport Agent Services Regulation.

DOD 6010.8-R

Civilian Health and Medical Program of the Uniformed Services (CHAMPUS).

HSC Pam 40-4

Health Care From Civilian Sources for the Soldier Assigned to Areas Without Federal Medical Treatment Facilities.

USAREC Reg 25-10

Telecommunications Management.

USAREC Reg 40-8

The Health Benefits Advisor.

USAREC Reg 56-1

Management of Government-Owned Vehicles.

Section II Related Forms

DA Form 31

Request Authority for Leave.

DA Form 1103

Application for Army Emergency Relief Financial Assistance.

DA Form 2142

Pay Inquiry.

DA Form 3739

Application for Assignment/Deletion/Deferment for Extreme Family Problems.

DD Form 2A(ACT)

Active Duty Military ID Card.

DD Form 2(RET)

United States Uniformed Services Identification Card (Retired).

DD Form 139

Pay Adjustment Authorizations.

DD Form 214

Certificate of Release or Discharge From Active Duty.

DD Form 460

Provisional Pass.

DD Form 1056

Authorization to Apply for a "No-Fee" Passport and/or Request for Visa.

DD Form 1172

Application for Uniformed Services Identification Card DEERS Enrollment.

DD Form 1610

Request and Authorization for TDY Travel of DOD Personnel.

DD Form 2520

CHAMPUS/CHAMPVA Claim Form.

DD Form 2560

Advance Pay Certification/Authorization.

DD Form 2642

CHAMPUS Claim - Patient's Request for Medical Payment.

DSP Form 11

Passport Application.

SF 1169

The United States of America Transportation Request.

USAREC Fm 820

U.S. Army Recruiting Command Civilian Health Care Claim Form.

Glossary

Section I Abbreviations

ACS

Army Community Service

AD

active duty

AER

Army Emergency Relief

ARC

American Red Cross

AWOL

absent without leave

CHAMPUS

Civilian Health and Medical Program of the Uniformed Services

DEERS

Dependent Eligibility Enrollment Reporting System

DFR

dropped from rolls

DOD

Department of Defense

FACMT

Family Advocacy Case Management Team

FSC

family services coordinator

HAP

Hometown Assistance Program

HBA

health benefits advisor

HQ USAREC

Headquarters, United States Army Recruiting Command

ID

identification

MILPO

military personnel office

MTF

medical treatment facility

NOK

next of kin

PCS

permanent change of station

PM

provost marshal

PSC

personnel service center

PSNCO

personnel staff noncommissioned officer

Rctg Bde

recruiting brigade

Rctg Bn

recruiting battalion

RS

recruiting station

SFO

staff finance officer

TDY

temporary duty

USAR

United States Army Reserve

USAREC

United States Army Recruiting Command

VA

Veterans Administration

Section II Terms

appointed representative

An individual (usually another recruiter) designated by the RS commander to act as the RS representative in his or her absence.

emergency care for active duty personnel

Medical treatment to prevent loss of life, limb, and eyesight, or to prevent undue pain and suffering.

Hometown Assistance Program assistance

Any assistance requested by a soldier, family member, retiree, or service alumni that pertains to the health, welfare, or morale of that individual. If an individual returns to an RS after the initial visit, each new visit will be treated as a separate case.

limited referral-type assistance

Assistance rendered in order to refer a soldier, family member, or retiree to the appropriate agency responsible for providing the required assistance.

medical emergency for family members

The sudden and unexpected onset of a medical condition, or the acute worsening of a chronic condition, that is threatening to life, limb, or sight, and which requires immediate medical treatment, or requires treatment to relieve suffering from painful symptoms.

on-site assistance

Assistance provided to a soldier, family member,

or retiree as an HAP.

recruiting battalion

Echelon of command exercising supervisory and command control over recruiting operations and personnel within a geographical portion of the Rctg Bde.

recruiting station

A permanent location within a facility authorized, in writing, by HQ USAREC, which is manned on a full-time basis by one or more recruiters for purposes of conducting recruiting operations.

recruiting station commander

A noncommissioned officer assigned to recruiting duties maintaining supervisory control for the RS.